

Impact Partnership is Rochdale Metropolitan Borough Council's joint venture with consulting and business services group Mouchel, supported by ICT provider Agilisys. Established in 2006, Impact delivers professional services to the council and other clients, including property, highways, ICT, payroll, revenues & benefits and contact centre.

Headlines keeps stakeholders up-to-date with some of our current projects and activities. If you have any comments please email: [enquiries@impactpartnership.com](mailto:enquiries@impactpartnership.com)

## ● Agilisys' customer services centre continues growth



Rochdale's bespoke customer services centre, Hafley Court, run by Agilisys, provides a number of local authority services not only

for Rochdale Borough Council as partner to Impact Partnership, but also for the London borough of Bexley, Hammersmith and Fulham (H&F) and of course, Oldham Council. Within the H&F project, there has been significant growth recently, and over July and August a total of eight additional full time agents will have been recruited within the team.

This is complemented by further new recruits within the Patient Referral Centre (PRC) - a specialist booking appointment service delivered on behalf of a private sector health client. An additional three new jobs were created within the PRC in July.

Finally, everyone at Hafley Court is looking forward to welcoming ten modern apprentices shortly, who will all benefit from supported on-the-job training as they study towards their chosen professional qualifications.

## ● Street lighting replacement programme commences



Oldham Councillor Bernard Judge, Rochdale Councillor Jacqui Beswick (front) and project partners including Impact Partnership's Rob Dawson visit the new street lighting depot on the Kingsway Business Park, where the project will be based

energy-efficient lighting system.

The project will be undertaken by the Community Lighting Partnership (CLP) a consortium comprising consulting engineers Pell Frischmann and financiers Equitix Ltd, with E.ON UK Ltd as the principal sub-contractor undertaking the replacement programme.

Impact Partnership's Rob Dawson and Jane Shaw have managed the project from procurement through to mobilisation. Street lighting staff from Impact's Highways & Engineering Service and counterparts from Oldham are being TUPE transferred to the CLP to manage the programme, and will be working alongside E.ON's staff at their new Kingsway depot. Rochdale's Contact Centre (left) – also managed by Impact Partnership – will be handling residents' enquiries. The team, supported by specialist technical staff from Impact's customer & business services partner Agilisys, have been working with E.ON to ensure a smooth technical and human interface between the Contact Centre and the CLP.

For more information visit [www.clp.uk.com/oandr](http://www.clp.uk.com/oandr) or [www.rochdale.gov.uk/streetlights](http://www.rochdale.gov.uk/streetlights)

Work has commenced on Oldham and Rochdale Councils' joint street lighting PFI programme to replace thousands of street lights, signs and bollards over the next five years and maintaining for a further 20, providing a safer environment and a more

## ● Highways maintenance update



Cabinet Member and Portfolio Holder for Partnerships Councillor Jacqui Beswick spent a day with the Highways Maintenance Team managers from Rochdale Borough Council's Impact Partnership inspecting the resurfacing work at High Barn Close in Rochdale.

Since the start of April this year, the Highways Maintenance Team have completed over 9,000 items of patching and minor repairs on the highway and over 5,000 square metres of planned structural patching. Work is also well underway to resurface with micro-asphalt, over 90,000 square metres of the

roads. The programme is due to be completed in September and further patching works will continue before the onset of the 2011/12 winter.

The borough's Highways Service is managed and operated by Impact Partnership, who have been working with highways contractor Balfour Beatty Living Places to steadily improve service standards, including faster response times for reactive repairs, providing accurate and up-to-date information to the public, and the development of a Transport Asset Management Plan which recognises that the importance of making the right choice is key to improving value for money.

The Service are committed to working with neighbouring Local Authorities on joint solutions to problems and service delivery, and will contribute to a Department for Transport initiative to develop best practice in dealing with potholes on the borough's roads.